

LANCASTER COUNTY LAND RECORDS TECHNICIAN II

NATURE OF WORK

This is responsible and complex clerical work involving documenting, indexing, recording and assisting the public by retrieving and analyzing departmental records and information.

Work involves accepting, reviewing and filing various documents noting the creation, modification and history of land records or property assessment data; assessing and collecting filing fees; and assisting the public with accessing and interpreting records and information. Work also includes data entry and verification of recorded information; monitoring record processing to ensure consistent workflow; and processing incoming mail. This class is distinguished from the Land Records Technician I class in the complexity of work tasks performed and in the supervisory or technical support provided subordinate and less experienced personnel. General supervision is received from an administrative superior with work reviewed in the form of accuracy, thoroughness and effective interaction with the public.

EXAMPLES OF WORK PERFORMED

May supervise subordinate staff coordinating work assignments, ensuring staff coverage and evaluating work performance; acts as Land Technician staff resource person answering questions, assisting in complex recordings/searches, providing new staff orientation and coordinating special projects; assist management in evaluating and revising work processes and procedures to maximize work efficiency and effectiveness.

Accept, review and enter information obtained from incoming documents into specified computer databases; note irregular land tract information; identify and utilize coordinates and degrees to access map information; provide information to customers regarding historical and recent land transactions, prepare assessment summary reports, accessing various computer databases and written records and referring to appropriate authorities when necessary.

Process incoming documents; provide information to the public regarding document recording and processing procedures; assist the public in locating and obtaining document information within the office; assess and collect recording fees; balance cash drawer amounts daily and complete receipts for monies accepted.

Perform general clerical and reception tasks including making copies, faxing information, filing, opening and sorting mail and generating routine correspondence; offer technical guidance to customers utilizing office maps and on-site computer equipment.

Monitor the data entry process to ensure continuity of document order, location of received documents and overall status of remaining work; coordinate and compile data for special projects as assigned.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of information management systems, records and equipment.

Considerable knowledge of modern office equipment, practices and procedures.

Knowledge of personal computer systems and common database applications.

Ability to train, coordinate, supervise and evaluate the work of subordinate employees.

Ability to read and comprehend legal property descriptions, plats, maps, deeds and other related property or financial documents.

Ability to establish and maintain effective working relationships with coworkers and the general public.

Ability to operate standard office equipment including computers and peripheral equipment, calculators, copiers and fax machines.

Ability to communicate effectively both orally and in writing.

Ability to prioritize work and complete work per identified timelines.

Ability to file, index and maintain accurate records.

Ability to identify and communicate requested information in an appropriate format.

Ability to make routine financial transactions and tabulate general mathematical computations accurately.

MINIMUM QUALIFICATIONS

Associates Degree or equivalent in the area of real estate or records management and six months of experience working with public records or dispensing public information; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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